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Date Submitted: December 20, 2002

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Sheet	1	of	1
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**Complete if Known**

<b>Application Number</b>	09/382,141
<b>Filing Date</b>	08/24/1999
<b>First Named Inventor</b>	Karen R. Ferguson
<b>Group Art Unit</b>	2463 <i>3623</i>
<b>Examiner Name</b>	C. Colon
<b>Attorney Docket Number</b>	026167-0616

## U.S. PATENT DOCUMENTS

[illegible]

## FOREIGN PATENT DOCUMENTS

[illegible]

#### OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No.†	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
Cmc		GREINER, LYNN, "It's Software for your People," Computing Canada, vol. 24, no. 6, bearing a date designation of February 16, 1998, p. 34.	
Cmc		PCT International Search Report for PCT/US00/22652, mailed on November 20, 2002.	

**Examiner  
Signature**

Catherine M. Blou

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Considered

9/3/03

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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\*Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language Translation is attached.

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